

Welcome to the Eighth Newsletter of the Ceredigion Citizens' Panel 'Ceredigion Voice'

Thank you to everyone who took part in our last survey – 56% in total. Completing our surveys takes time and the responses we have received made it clear that you have given each question a great deal of thought – Thank you! Without your comments and input we cannot improve our services and try to make sure they match your needs and expectations.

Prize Draw:

We enter each completed survey into a prize draw, and we are pleased to announce that our winner for Survey 8 was Mr Gee from the Aberystwyth area.

Congratulations on behalf of all the Panel Partners! If you want to be in with a chance of winning £50 in our next draw, fill in Survey 9 and send it back to us as soon as possible.



How your information is used:

All Panel members' replies are analysed and reports are sent to each of the Partner organisations. We condense these findings into our newsletters, and also aim to update you on actions taken by the Partners or let you know how this information will be used. As some decisions take longer than others to be made, we aim to revisit some of our previous topics both in this and future newsletters, and report back to you on any actions taken.

Survey 8:

- Dyfed-Powys Police asked you about policing in your local area, the Police Authority's Facebook page, the Freedom of Information Act 2000, and Operation B.A.N.G. (Be A Nice Guy) which took place in Ceredigion between October 22nd and November 8th 2010.
- Ceredigion County Council gave you the opportunity to express your views on their budget and your priority areas for capital spending, the services you would like to see improved, and also those you would like to see reduced.
- Hywel Dda Health Board asked you for your opinion on their principle of providing "the right care, at the right place, at the right time".



Going Green:

In an effort to become 'greener', if you would like to receive your survey and newsletter online, please contact the Panel's Research Officer on the contact details at the end of this newsletter.

If you require this information in large print, Braille or audiotape,
please telephone 01267 226262.

Dyfed-Powys Police

59% of you thought that the police in your local area were doing a good job, 27% a fair job and 11% an excellent job. 11 of you thought the police in your area were doing a poor or very poor job.

Thinking of your local area, how big a problem is anti-social behaviour / people using or dealing drugs / drunk or rowdy behaviour?

- 55% of you thought that **anti-social behaviour** was not a very big problem in your local area, while 19% viewed it as a fairly big problem. 17% did not believe it to be a problem at all.
- 41% of you believed that **drunk and rowdy behaviour** was not a very big problem in your local area, and 23% did not believe it to be a problem at all. 22% of you viewed it as a fairly big problem.
- 30% of you did not know whether **people using or dealing drugs** was a problem in your local area, while 25% of you thought it was a fairly big problem. 24% felt it was not a very big problem.

To what extent do you agree that the police in this area...	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
can be relied on to deal with minor crimes?	8%	52%	17%	5%	18%
understand issues that affect this community?	10%	58%	13%	2%	17%
can be relied on to be there when you need them?	9%	51%	23%	4%	14%
are dealing with the things that matter to people in this community?	8%	51%	18%	2%	21%

Survey 8 Update:

Like all public sector organisations, Dyfed-Powys Police has recently entered a period of significant financial cutbacks and as a result of this we are reviewing the way that we deliver our services. However, we want to try and ensure that the service you receive from our officers is not undermined and where possible we will look to improve it.

The results from Survey 8 show us what your perceptions of the police service are in each area of Ceredigion, and also help us to make the best use of the resources we have. We want as many people as possible to be satisfied with the service we provide and feel confident that we are dealing with the issues that matter in your local community, because that is what effective neighbourhood policing is all about. Many thanks for responding to our questions, which will help us to continuously improve policing services in your area.

Delivery of Police Services

Currently, as part of its requirement to make savings of around £11 million over the next 4 years, the Force is looking at how we deliver our policing services across the whole of the Dyfed-Powys area. As part of this work, the Force and Police Authority have agreed new structures for policing locally and for our support departments at the Force Headquarters in Carmarthen.

We will maintain our focus on dealing with the things that matter to you in your local area as we know that you value the local policing services that you get from our officers and staff. These services may have to change from what is currently being delivered, but it is our intention to keep crime low and maintain the highest detection rate in the whole of England and Wales.

Dyfed-Powys Police Authority

The Police Authority engages with the community in a number of different ways, ranging from face-to-face meetings, through regular press releases and through its Facebook and internet sites; www.facebook.com/dyfed.authority and www.dyfedpowyspoliceauthority.co.uk.

In recognising that we need to provide the public with information in a cost effective manner, the Police Authority has recently launched a Facebook page, and we wanted to gain your views on what information you would prefer to be posted on it.

15% of you were aware that the Police Authority had set up its own Facebook profile, and the information which the highest number of you would want to access via the Police Authority's profile were current news affecting policing (77%), what the Police Authority are currently doing (70%), and what the Police Authority do (65%).

Survey 8 Update: In recognising your feedback, we are aiming to update the Facebook site at least twice a week on what the Police Authority are doing, as well as current issues affecting policing. We would also like to take this opportunity to invite you to add us as your friend on Facebook by looking up Dyfed-Powys Police Authority's profile or by following the link: www.facebook.com/dyfed.authority

Freedom of Information (FOI) Act 2000

81% of you were aware of the FOI Act, and 14% of you were aware that Dyfed-Powys Police publishes information on their website through a Publication Scheme.

15 of you had submitted a request under the Act to Ceredigion County Council, 10 to Dyfed-Powys Police, and 4 to Hywel Dda Health Board.

Making a request to Dyfed-Powys Police for information under the Freedom of Information Act

You can make a request for information by:

Writing to: Freedom of Information Unit, Dyfed-Powys Police Headquarters, PO Box 99,
Llangunor, Carmarthen SA31 2PF
E-mailing: foi@dyfed-powys.pnn.police.uk
Telephoning: 101 (asking for the Freedom of Information Unit)

Please include the following details in your request:

- Your name and address for correspondence
- The information or documents you would like to access

Depending on the nature of your request a fee may be payable. Please feel free to contact the Freedom of Information Unit on the above contact details if you require any assistance in making a request for information.

Operation B.A.N.G

It was an Operation which saw Neighbourhood Policing Teams and Mid and West Wales Fire Service staff carrying out joint patrols; visiting schools and giving out safety advice to young people on staying safe if out trick or treating, as well as advice on the importance of attending organised fireworks displays instead of creating their own.

11% of you were aware of Operation B.A.N.G., and had mainly heard about it through the local press. Suggestions put forward as to how Dyfed-Powys Police could improve the Operation included creating a higher public profile of the Operation through greater publicity via local media, and increasing police visibility with foot patrols within the local communities.

Survey 8 Update: The feedback you provided has been shared with members of Ceredigion Community Safety Partnership, and will be used to assist in the planning of 2011's Operation. Many thanks for your contribution.

Survey 5 (January 2010) Update: Farm Crime

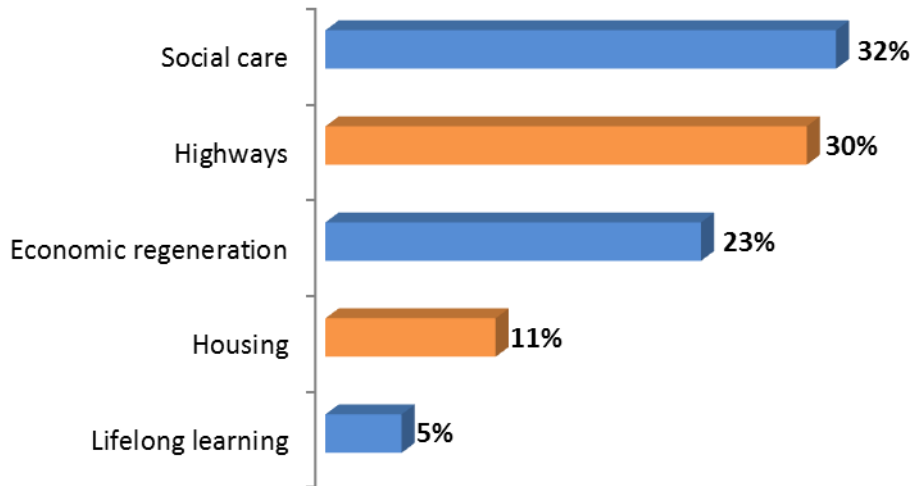
Dr Jane Jones, Aberystwyth University said,

"The responses to the farm crime questions are currently being further analysed for incorporation into future academic/policy related journal articles. It seems that farm crime is a relatively neglected area of research within criminology and the farm crime survey questions posited through the Citizens' Panels across mid Wales is a starting point to address this neglect at a national level".

Ceredigion County Council

Ceredigion County Council is already considering a range of options in order to achieve the necessary savings, and want to hear the public's views on priority areas. The County Council wants to maintain the highest possible standards whilst looking at ways that it can improve its efficiency.

The Council's capital resources are limited and therefore the allocation of funding needs to be prioritised. Please indicate which of the following would be your priority for capital spending:



The highest number of you selected 'social care' and 'highways' as your priorities for capital spending (32% and 30% respectively).

When making decisions about spending next year, you felt that Ceredigion County Council should...

Maintain current levels of service, even if it means an increase in Council Tax	47%
Improve levels of service, even if it means a greater increase in Council Tax	16%
Reduce levels of service to keep any increase in Council Tax to a minimum	37%

The highest number of you therefore believed that the current levels of service provided by Ceredigion County Council should be maintained even if it means an increase in Council Tax.

Please indicate the THREE services you would like to see IMPROVED / REDUCED:

IMPROVED		REDUCED	
Highway maintenance	57%	Housing Benefit Services	37%
Public transport services	31%	Planning services	35%
Schools	20%	Community development initiatives	30%

How could public services be delivered differently in Ceredigion?

Your comments and suggestions for this question included the need for changes to be made to the running of the Council itself (changes in staff, building management and departmental workings), and the importance of joint partnership working, whether this was with other departments in the Council, other organisations within the County (such as the Health Board), or with neighbouring County Councils (such as with Powys County Council).

Survey 8 Update:

The Council has recently embarked on a programme of 'transformation'. This means undertaking a review of the services we deliver with the aim of delivering the priority services in a more efficient manner, without affecting quality.

The recent results will be used when the Council agrees upon its priority services. The 'transformation programme' has only just started but it will run over the next 3 years, when the Council will provide more efficient and effective services for the citizens of Ceredigion.

Hywel Dda Health Board

The Health Board is working towards placing health services at the heart of your local community. Our underlying principle is to provide **“the right care, at the right place, at the right time, every time”**.

40% of you were in support of the principle, and put forward positive views. A number of you *were* in favour of the principle *but* only if it could be carried out / accomplished effectively and efficiently.

13% of you were not in favour of the principle; you were concerned about having to travel long distances to access care and about local treatments being taken away.

44% of you have had to travel for specialised services in the past: 70% of you experienced issues in relation to the cost of travelling to the services, 48% of you experienced problems with access to transport, and 28% with family issues e.g. caring.

If you had to travel for specialised services in the future, 66% of you felt that you would experience issues / problems with the cost of travel, 56% with access to transport, and 34% with family issues such as caring.

Do you have any further comments you would like to make regarding accessing specialised health care treatment?

Your responses included that specialised health care treatments should be available locally, that it was unacceptable to have to travel long distances for care, and that the unavailability of transport (public and hospital transport) to and from specialised health care treatments was also unacceptable.

What do you consider to be the THREE most important factors in receiving health care?

- (1) Clinical expertise (48%)
- (2) Well trained staff (43%)
- (3) A high quality service (42%)

These top 3 factors were closely followed by a 4th most important: ‘Services near to home’ was selected by 37% of you. The factors the fewest of you considered most important were services provided in a suitable environment (3%), and receiving a language choice (3%).

Survey 8 Update:

The Health Board has been undertaking engagement on the Five Year Framework **“Right Care, Right Place, Right Time, Every Time”**.

One important part of this process is to gain the views of the Citizens’ Panel. The questions you have answered will also be put out to the Citizens’ Panels in Pembrokeshire and Carmarthenshire so we have the views of Panel members across the three counties.

The feedback you have given will be shared with the County Team who manage your local health services. A report of all the feedback from the three Citizens’ Panels will be considered at a Hywel Dda Health Board strategic level.

The feedback will also be integrated into the results / views gathered throughout the engagement process on the Five Year Framework and at the end of the process we will share the findings with you.

Thank you for taking the time to share your views with Hywel Dda Health Board, they are very important to us.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Hywel Dda
Health Board



Heddlu • Police
DYFED-POWYS

Deddfwrdd ein Gynulliad - Safonysyddwr ein Cymuned



If you have any queries for any of the Partner organisations you can access the organisations' websites or contact them on the details below:

Ceredigion County Council

<http://www.ceredigion.gov.uk>

Tel: 01545 570881

E-mail: reception@ceredigion.gov.uk

Hywel Dda Health Board

<http://www.hywelddalhb.wales.nhs.uk>

Tel: 01437 771220

Dyfed-Powys Police

<http://www.dyfed-powys.police.uk>

Non-emergency No.: 101

Outside Dyfed-Powys: 01267 222020

E-mail: ContactCentre@dyfed-powys.pnn.police.uk

Becoming a member

If you are not currently a member of the Ceredigion Citizens' Panel and would like to become one... Either contact Hannah Symons on the contact details below to request a recruitment form, or complete the online form at <http://www.dyfed-powys.police.uk/en/have-your-say/citizens-panels/ceredigion>

**Well done for all your efforts and on behalf of each of the partner organisations
THANK YOU!**

If you would like to comment on any aspect of the Citizens' Panel please contact, or if you would like to change the format of your survey, please contact:

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